GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:868
ANSWERED ON:31.07.2006
CONSUMER GRIEVANCES REDRESSAL CELL
Dhanaraju Dr. K.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government has set up a consumer grievances redressal cell to resolve complaints of the consumer;

(b) if so, the details thereof;

(c) the number and nature of complaints received during each of the last three years, State-wise;

(d) the number of complaints out of them which were settled during the said period, State-wise; and

(e) the action proposed to be taken for the disposal of the pending complaints?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (DR.AKHILESH PRASAD SINGH)

(a) & (b): Yes, Sir. A Consumer Grievances Redressal Cell (CGRC) was set up on 13.2.2002 in the Department of Consumer Affairs for redressal of the grievances of consumers.

(c) & (d): The information is being compiled and will be laid on the Table of the House.

(e) : All the complaints received by CGRC are promptly forwarded to the Consumer Coordination Council or to the concerned manufacturers, companies etc for redressal of the grievances of the consumers. As such, no complaints are pending at present for disposal.